



Advanced Planning Briefing

Interagency PEO (IPEO)

Doug Babcock

Director, ICPEO

November 17, 2009



Advanced Planning Briefing

overview

Interagency PEO

- The IPEO was established with the vision of enabling veteran's seamless access and provision of benefits across the Federal enterprise for the care continuum of the service member.
- Objective: To position the veteran at the center of VA Programs by consistently, uniquely and securely defining their identity and history to the VA enterprise and managing access to information.
- Goals:
 - To facilitate the continuity of care and seamless delivery of benefits for our clients.
 - To enable seamless "access" regardless of entry point (agency and channel).
 - To create a unified and veteran-centric experience when interacting with the VA enterprise.
 - To enable private and secure sharing of medical and administrative information to conduct business and provide benefits.



Advanced Planning Briefing

programs

✓ **Veteran Relationship Management (VRM)**

- ✓ **Voice Access Modernization (VAM):** Implements VAM and enhancements for the National Automated Response System (NARS) and the Health Resource Center (HRC) to support intelligent call routing, call recording, natural language recognition, and warm transfers.
- ✓ **Identity & Access Management (IAM):** Provides services that will reduce the burden of identity and access management procedures and best practices on all applications used by the enterprise internally and externally.
- ✓ **Customer Relationship Management (CRM) / Unified Desktop (UDT):** Implements CRM solutions that will produce an enterprise-wide solution to generate screen pop of the customer's history. Implements unified desktops that display data from multiple applications so that Public Contact Representatives (PCR) can more quickly and accurately respond to customer questions.
- ✓ **Web Self-Service:** Expands customer self-service capabilities including expansion of eBenefits Portal, Veterans On Line Application (VONAPP), VOA, and CHAMPVA.
- ✓ **Knowledge Management:** Implements an enterprise-wide knowledge base of general benefits information for Public Contact Representatives (PCRs) and customer self-service over the internet.
- ✓ **Common Services:** Implements services and solutions that will support the technical and infrastructure needs of the program.



Advanced Planning Briefing

programs

- **Person Identification Verification (PIV):** Provides HSPD-12 mandated interagency compliant smart cards that provide physical and logical access controls after identity proofing and investigation verification for employees, contractors, volunteers and affiliates.
- **Enrollment:** Facilitates the sharing and eventual centralization of the data used in determination of VA benefits for cross-agency integration to better serve veterans. Compiles military service, demographics, and financial data from multiple sources using both a legacy and HealtheVet-compatible architecture to support enrollment and eligibility determinations.



Advanced Planning Briefing

procurements

Procurement	Program	Scope/Requirements	Year
Portfolio Monitoring and Controls	All	Common PM services across all programs	Q2 2010
Technical Integration and Coordination	VRM	Common technical services (architecture, integration, testing, etc.) across all VRM workstreams	Q2 2010
VRM Solution Delivery	VRM	Solution development and delivery (1 per workstream – 6 total)	Q2 2010
Enrollment System Support	ESR	Enrollment/IVM System Enhancements	Q2 2010
VADIR System Support	R/E	VADIR Enhancements	Q2 2010